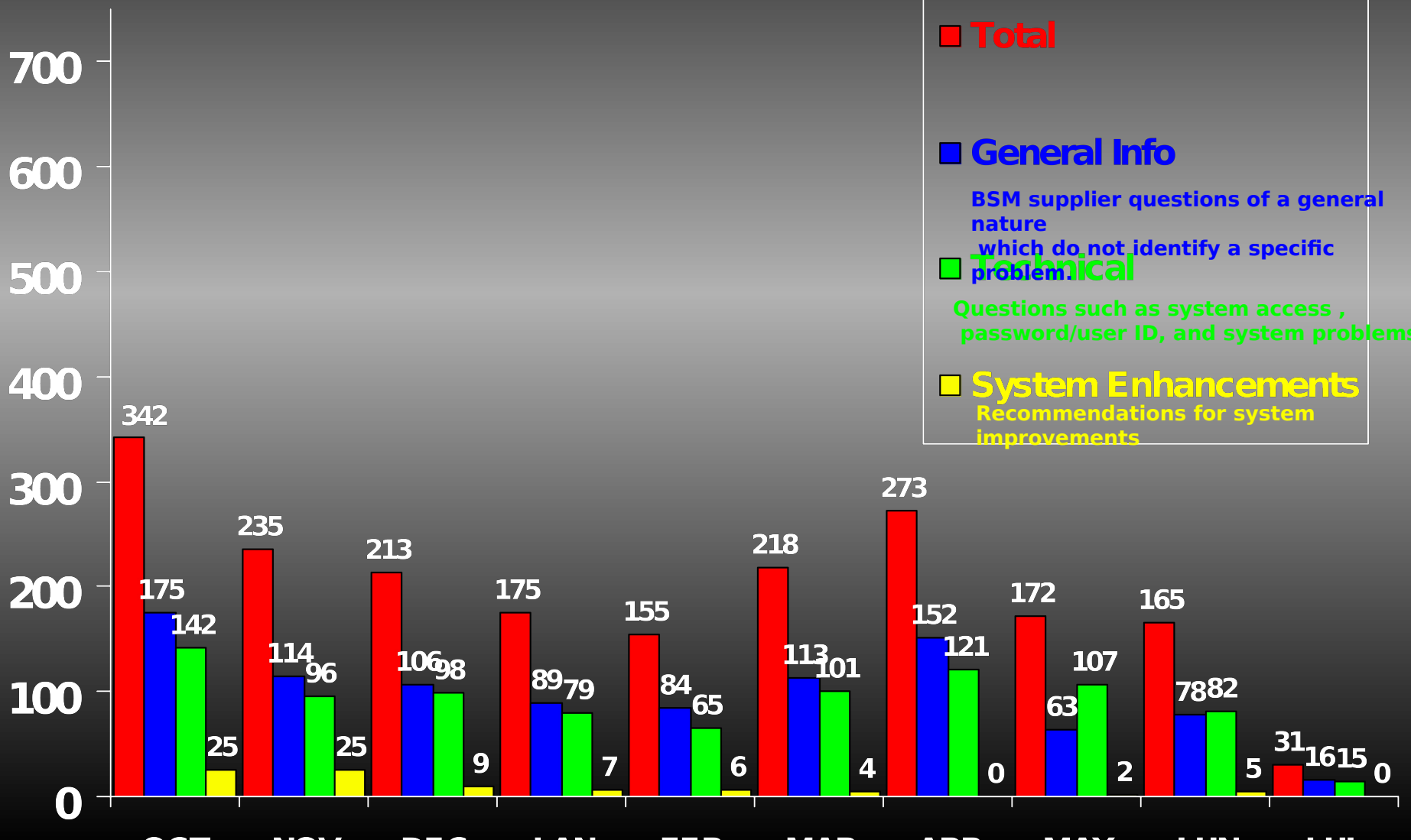




SRweb RELATED CONTACTS

As of 10 Jul 03

MONTHLY CONTACTS



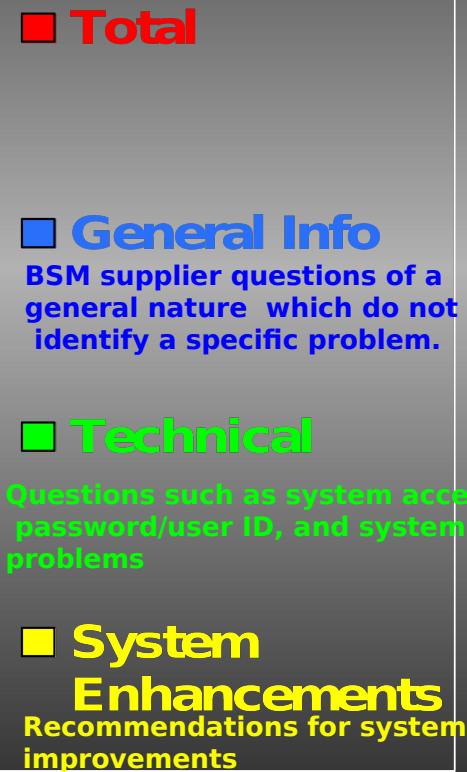
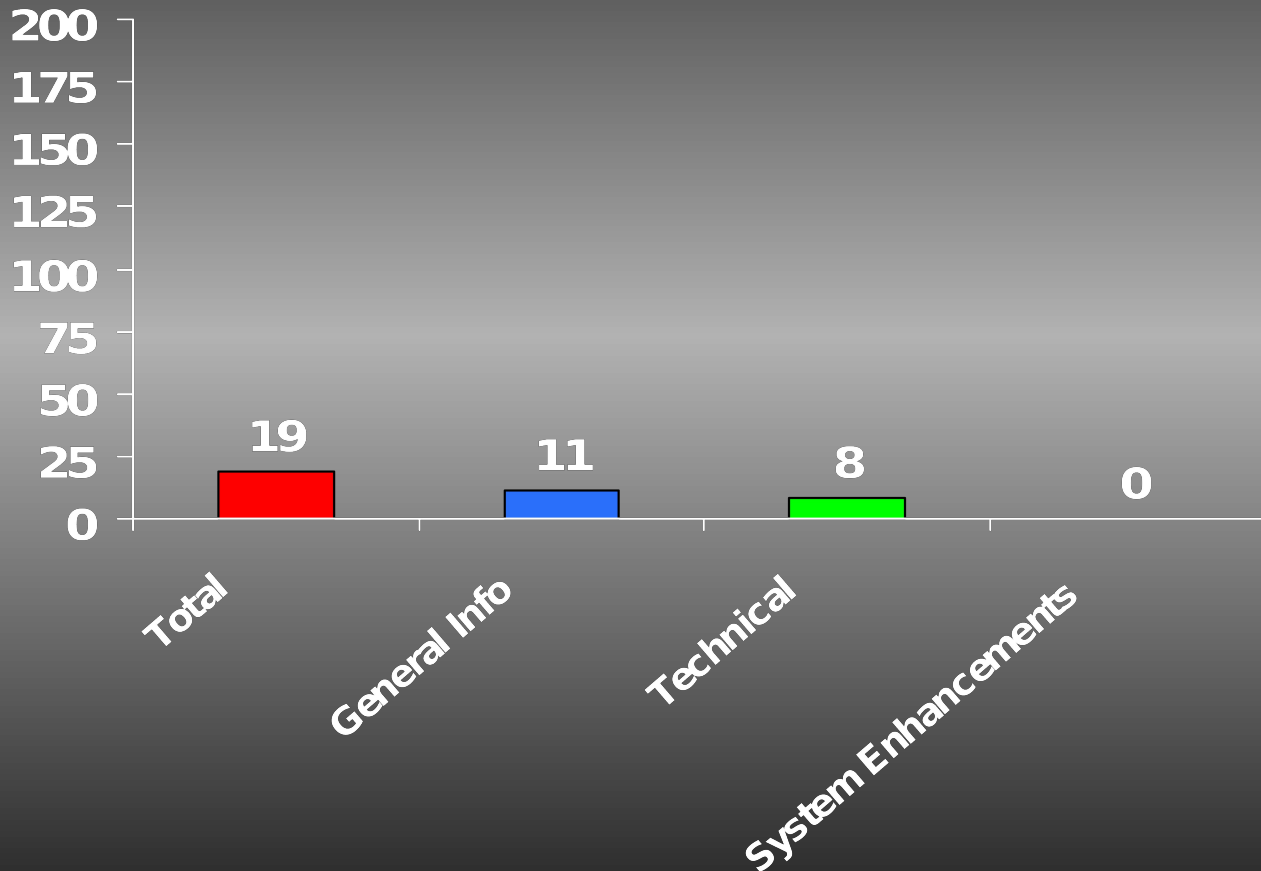
- **Total**
- **General Info**
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**
Questions such as system access , password/user ID, and system problems
- **System Enhancements**
Recommendations for system improvements



SRweb RELATED CONTACTS

WEEK OF 4 - 10 Jul 03

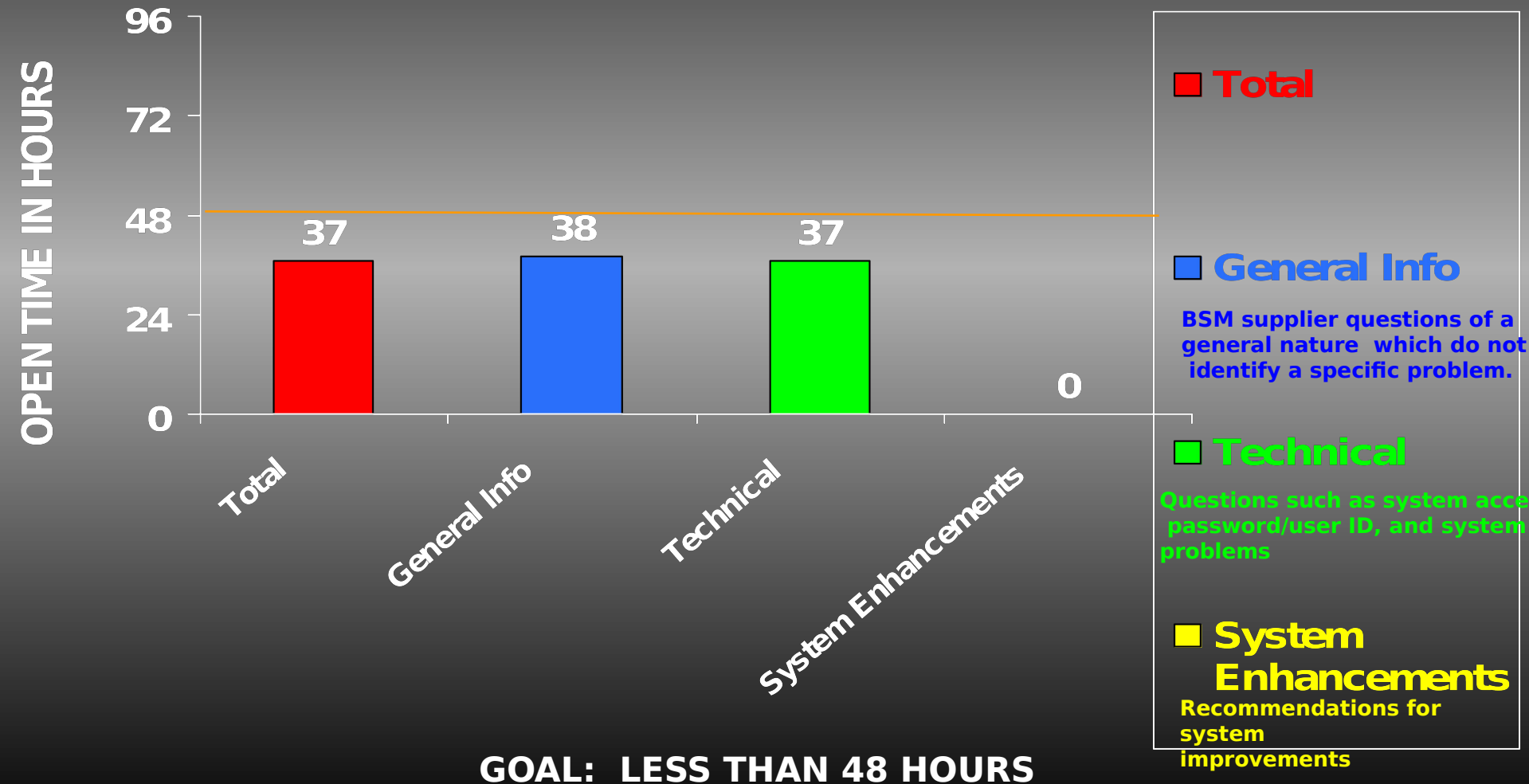
SUPPLIER CONTACTS





SRweb ISSUES

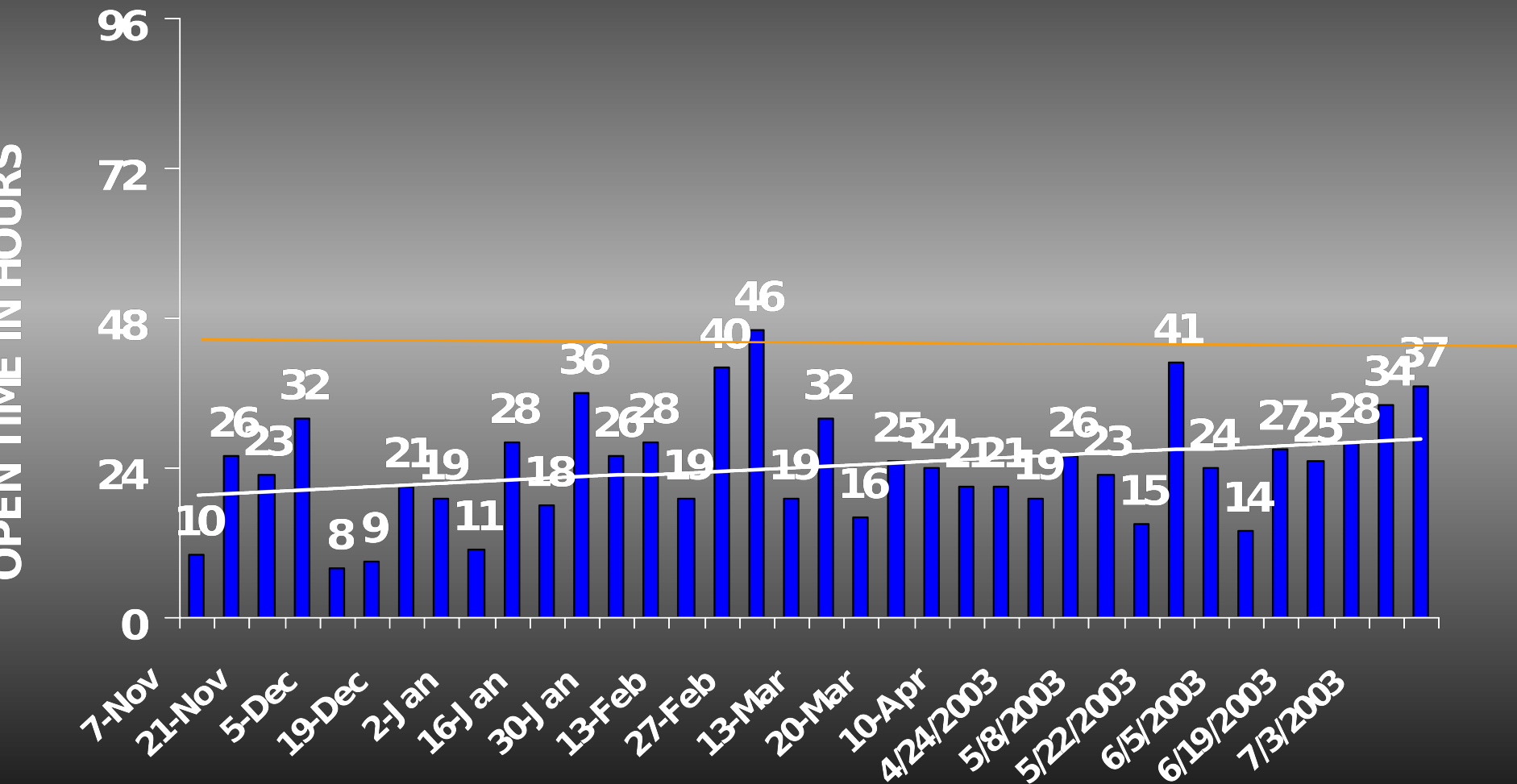
Average Resolution Time
4 - 10 Jul 03





SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 10 Jul 03

